



VA TRUST REPORT

OCTOBER 1-DECEMBER 31, 2021

VA.GOV/TRUST

U.S. DEPARTMENT OF VETERANS AFFAIRS

Updated February 7, 2022



Current VA-Wide Trust Score: 79% (↑ 3.0%)

10/1/21 - 12/31/21



Male Veteran Trust 90.5% (↑ 0.3%)

<30	76.9% ↑	30-39	76.7% ↑
40-49	83.7% ↑	50-59	87.7% ↑
60-69	89.8% —	70+	92.3% ↑



Female Veteran Trust 86.7% (↑ 0.1%)

<30	76.9% ↑	30-39	76.5% ↓
40-49	82.5% ↑	50-59	85.9% ↑
60-69	89.4% ↓	70+	91.9% ↑



Trust by Race and Ethnicity

American Indian or Alaskan Native	86.1% ↑	Native Hawaiian or Pacific Islander	89.4% ↑	Hispanic or Latino	91.5% ↑
Asian	96.1% ↑	White	91.9% —	Not Hispanic or Latino	91.7% ↑
Black or African American	90.4% ↑				

VA-WIDE CUSTOMER EXPERIENCE DRIVERS*



EASE
73% (↑ 3.0%)



EFFECTIVENESS
78% (↑ 3.0%)



EMOTION
76% (↑ 3.0%)



EMPLOYEE HELPFULNESS
9.1 ↑



EQUITY AND TRANSPARENCY
9.1 —



QUALITY
9.3 —



SATISFACTION 9.3 ↓



SIMPLICITY
9.0 —



SPEED
8.6 ↓

*Incorporating most VSignals VHA/VBA/NCA/Board surveys.

TOP COMPLIMENTS



- ✓ Quality of Care
- ✓ Cleanliness of Facility
- ✓ Interactions with Staff
- ✓ Specialty Care Satisfaction
- ✓ Nutrition Services

TOP CONCERNS



- ✗ Appointment Cancellation by VA
- ✗ General MISSION Act Feedback
- ✗ Scheduling an Appointment for Initial Visit
- ✗ Cancellation of VA Prescriptions
- ✗ Scheduling an Appointment

APPOINTMENTS
58.2% (↓ 5.1%)

MISSION ACT
42.1% (↓ 1.9%)

MAIL ORDER PRESCRIPTIONS
81.4% (—)

Arrow and change is compared to last quarter's trust report.

KEY: ↑ positive, ↓ negative, or — neutral.

VA CALL CENTER EXPERIENCE



Trust

"I understood the information provided by the [Agent]." **7.3** ↓



Simplicity/Speed

"I waited a reasonable amount of time to speak to a [Agent]." **8.1** —



Efficiency/Speed

"The [Agent] took a reasonable amount of time to address my need." **8.0** —



Employee Helpfulness

The [Agent] I interacted with was helpful." **8.7** ↑



Quality

The issue that I contacted [Contact Center] about on [Call Date] was resolved." **7.3** —



Satisfaction

"I am satisfied with the service I received from the [Contact Center]." **7.6** ↓

VSIGNALS SURVEY DATA

2016 - Present



48,962,816

VSIGNALS Surveys Sent (total)



8,253,374

VSIGNALS Surveys Received (total)



2,820,175

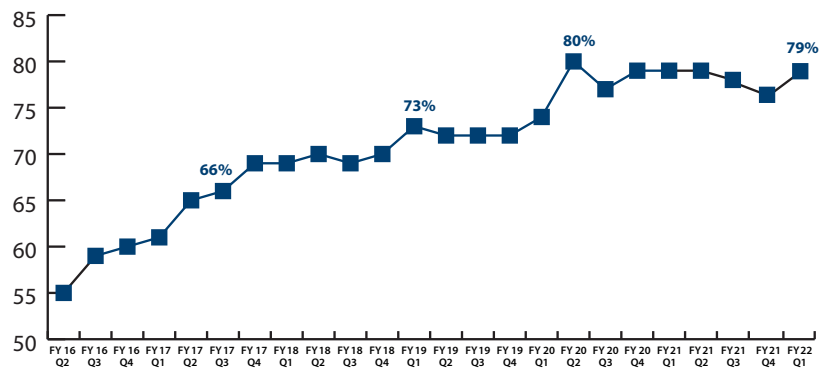
Text Free Responses (total)



107

Active VSIGNALS Surveys (current)

VA-Wide Trust Over Time



COVID-19 SURVEY SUMMARY



CONFIDENCE/TRUST

91.5% (↑ 0.8%)



QUALITY

93.0% (↑ 1.6%)



EASE/SIMPLICITY

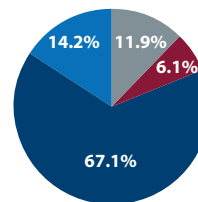
65.5% (↑ 4.5%)



EMPLOYEE HELPLESSNESS

92.3% (↑ 2.0%)

PREFERENCE OF CARE



**VIDEO
TELEHEALTH**
11.9%

PHONE
6.1%

IN-PERSON
67.1%

**NO
PREFERENCE**
14.2%

Top 3 Reasons for Getting Vaccinated



**IT'S THE BEST WAY TO
PREVENT ME FROM GETTING
SICK FROM COVID-19**



**IT'S THE BEST WAY TO
PREVENT OTHERS FROM
GETTING COVID-19**



**IT WILL CONTRIBUTE TO
ENDING THE COVID-19
PANDEMIC**

2,060 Veterans responded to a COVID-19 Survey from October 1 – December 31, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

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KEY: ↑ positive, ↓ negative, or — neutral.

VA



U.S. Department
of Veterans Affairs

For more information on
how **VA measures trust**
visit www.va.gov/Trust

Download the **VA Welcome Kit** www.va.gov/welcome-kit/
Subscribe to **#VetResources** www.va.gov/vetresources/
Veterans Crisis Line: 1-800-273-8255, Press 1
The one number to reach VA: 1-800-MyVA411